



NPS Action Steps for Managing and Reporting COVID-19 Cases Among Commercial Service Providers, Contractors, and Partners
Updated 1/6/2022

All confirmed COVID-19 cases among commercial service providers (e.g., concession providers, commercial use authorization holders or leaseholders), contractors, or partners that present a risk of transmission within the National Park Service (NPS) should be reported to the NPS Office of Public Health (OPH).

Cases should be reported to the park's regional public health consultant who can be reached through the designated park point of contact (e.g., NPS concessions specialist).

The OPH considers a case to present a risk of transmission within the NPS if the case:

- Could have been infected in the park or park office. This could occur if the case was in the park or park office during the 14 days before symptom onset (or 14 days before a positive test was obtained if the person never had symptoms)

OR

- Could have infected others in the park. This could occur from two days before symptom onset (or two days before a positive test was obtained if the person never had symptoms) until they are no longer considered infectious, usually 10 days after symptom onset (or 10 days after a positive test was obtained if the person never had symptoms). However, growing evidence suggests that people are most infectious in the 1-2 days prior to onset of symptoms and the 2-3 days after developing symptoms.

Suspected COVID-19 cases that potentially present a public health risk to others in the park or park office should also be reported if public health guidance is needed.

These steps aim to ensure appropriate management and follow-up of COVID-19 cases and are based on [CDC guidance](#). Employee-specific information must be kept confidential and retained according to any organizational management policies.

Definitions

Infectious period: We define the infectious period as beginning 2 days before symptom onset until 10 days after symptom onset (or, if the person never had symptoms, then from 2 days before a positive test was done until 10 days after the positive test was done). However, the majority of transmission occurs early in the course of illness, generally in the 1–2 days prior to onset of symptoms and the 2–3 days after the onset of symptoms.

Group A: We define Group A as being up to date on [all recommended vaccine doses](#), which for most people means having been boosted, or having completed the primary series of Pfizer or Moderna vaccine within the last 5 months, or having completed the primary series of J&J vaccine within the last 2 months. Group A also includes people who had confirmed COVID-19 within the last 90 days.

Group B: We define Group B as not being up to date on [all recommended vaccine doses](#), which for most people means having completed the primary series of Pfizer or Moderna vaccine over 5 months ago and are not boosted, or having completed the primary series of J&J over 2 months ago and are not boosted, or are unvaccinated.

Close contacts: We define close contact as being within 6 feet for a total of 15 minutes or more over a 24-hour period with an infectious person. Close contacts can also be defined as those providing care to someone sick with COVID-19, having direct physical contact with the person (hugged or kissed them), shared eating or drinking utensils, or being sneezed or coughed on or somehow getting respiratory droplets on them.

Isolate: The separation of a person or group of people known or reasonably believed to be infected with a communicable disease and potentially infectious from those who are not infected to prevent spread of the communicable disease.

Quarantine: The separation of a person or group of people reasonably believed to have been exposed to a communicable disease but not yet symptomatic, from others who have not been so exposed, to prevent the possible spread of the communicable disease.

Step 1: Ensure appropriate isolation of suspected or laboratory-confirmed case.

Make sure the confirmed positive or symptomatic person is [isolated](#) from others and has the [CDC guidance on what they should do if they are sick](#). Warning signs that someone should immediately seek medical attention include trouble breathing, persistent pain or pressure in the chest, new confusion, inability to wake or stay awake, and bluish lips or face. They can return to work when they have met the [CDC criteria](#) to leave isolation. In general, following a positive test for COVID-19, cases should isolate for 5 days from when symptoms began (or if there were never any symptoms, then 5 days from when the positive test was done). If after 5 days, they have no symptoms or symptoms are resolving, and it's been at least 24 hours with no fever without the use of fever reducing medications, they can discontinue isolation but should continue to wear a mask around others for 5 additional days. Longer isolation might apply to those who are [healthcare workers](#), those who plan to [travel](#), and those who are immunocompromised or have severe disease.

Step 2: Collect and document information.

While protecting personally identifiable information and abiding by applicable law and their organization policy, gather the information in Attachment A. This information will be entered in Step 3 by your Regional Public Health Consultant.

Step 3: Report COVID-19 cases through the NPS Reporting Tool for COVID-19 in Commercial Service Providers, Contractors, and Partners.

Contact your park point of contact (e.g., concessions specialist) to report cases to your public health consultants (PHCs). Your PHC will enter the information gathered in Step 2 for this confirmed COVID-19 case through the NPS Reporting Tool for COVID-19 in Commercial Service Providers, Contractors, and Partners. This information will be accessible by PHCs in the NPS Office of Public Health, Regional Safety Managers, and WASO members of the Office of Public Health and Office of Risk Management so that they can help mitigate risk. Case notification for each region may be sent to regional directors as well.

Step 4: Identify and notify close contacts at the workplace.

See definition of “close contact” above.

Group A close contacts of COVID-19 cases do not need to quarantine but should wear a mask around others for 10 days. Group B close contacts of COVID-19 cases should [quarantine for 5 days and wear a mask around others for 10 days](#). All close contacts should test on day 5 after their last exposure or immediately if symptoms develop.

Local and state health departments are the leads in contact tracing of close contacts. However, a concessions/contractor/partner organization can assist local/state health departments in their efforts and are often able to act more quickly to recommend quarantine. If the organization is aware of other employees who were in close contact with the COVID-19 case in the workplace while the patient was infectious, they should record (privately and securely) these names to provide to the health department when needed. Additionally, while waiting for the health department contact tracing to make the definitive recommendations, the organization can advise any unvaccinated close, prolonged contacts of the case, based on the guidance for Group A and Group B above.

Step 5: Communicate.

The organization should follow their existing policies about notifying and communicating cases within their organization. In some cases, park leadership may decide to notify park employees of cases, without revealing personally identifiable information. Concessioners, contractors, and partners should work with the park’s public information officer (PIO) as needed in these situations.

Step 6: Clean and disinfect as recommended.

If there has been a sick person or someone who tested positive for COVID-19 in your facility within the last 24 hours, you should clean and disinfect the space. The CDC has guidance for cleaning [facilities](#) and [vehicles](#) after someone with COVID-19 has been in them.

Step 7: Evaluate and mitigate.

Document any places where your physical mitigations or social mitigations (staffing schedules, frequent communications, supervisor instructions) can be improved or lessons learned. Your goal is to never have to report a case again.

Attachment A
Information for Reporting COVID-19 Cases Among
Commercial Service Providers, Contractors, and Partners

Question	Documented Answer
Is the person a concessioner, contractor, partner, or other?	
Park Alpha Code	
Parent Company, e.g., "Xanterra"	
Authorization Number (e.g., Contract Number), if applicable	
Has the person experienced symptoms of COVID-19 ? If yes, did they experience those symptoms while in the park or NPS facility while infectious? (See definition of "infectious period" above.) If yes, when did they first begin to feel ill?	
Has the person received a positive viral diagnostic COVID-19 test result including positive "at home" tests (not serology/antibody test)? If yes, what was the date that the COVID-19 diagnostic test was done?	
Was the person previously directly exposed to a confirmed or suspected COVID-19 case? If yes, what was the circumstance of the exposure? (NPS Workplace Exposure, Community Exposure, Unknown Source)	
Is the person currently isolating from others? If yes, what date did they start isolating themselves?	
What is the person's job?	
Does the person live in shared housing in the park?	

<p>Did the person have close (within 6 feet) contact for a total of 15 minutes or more over a 24-hour period with others while at work and/or while residing in government-owned housing while infectious?</p> <p>If yes, how many other people did the case have close, prolonged contact with while they were infectious?</p> <p>If yes, have all Group A close contacts been recommended to test at day 5, and continue to wear a mask for 10 days when around others? (See definition of Group A above.)</p> <p>If yes, have all Group B close contacts been recommended to stay away from the workplace until at least 5 days have passed and symptoms are resolving or resolved, test at day 5, and continue to wear a mask for 10 days when around others? (See definition of Group B above.)</p> <p>Were any of the close contacts members of the public? Please describe.</p>	
<p>Has the person recovered?</p>	
<p>Please describe the COVID+ person's vaccination status:</p> <ul style="list-style-type: none"> - Group A (See definition above) - Group B (See definition above) - Decline to respond. 	

Report Completed By: _____ Date: _____

Contact Information (Phone, Email): _____